Purpose

Use this procedure to log onto the Customer Care Center (CCC) portal the first time after registering.

Trigger

Perform this procedure when you need to log into the CCC portal (the first time after registering).

Prerequisites

- You must have registered successfully onto CCC

Menu Path

Use the following menu path(s) to begin this transaction:

- **Internet Browser ➜ Customer Care Center Portal**

Transaction Code

Customer Care Center

Helpful Hints

- After registering, the first time you log into CCC, the system will prompt you to change your password. Remember this password for future use.

Procedure

City of San Diego Official Website - Windows Internet Explorer
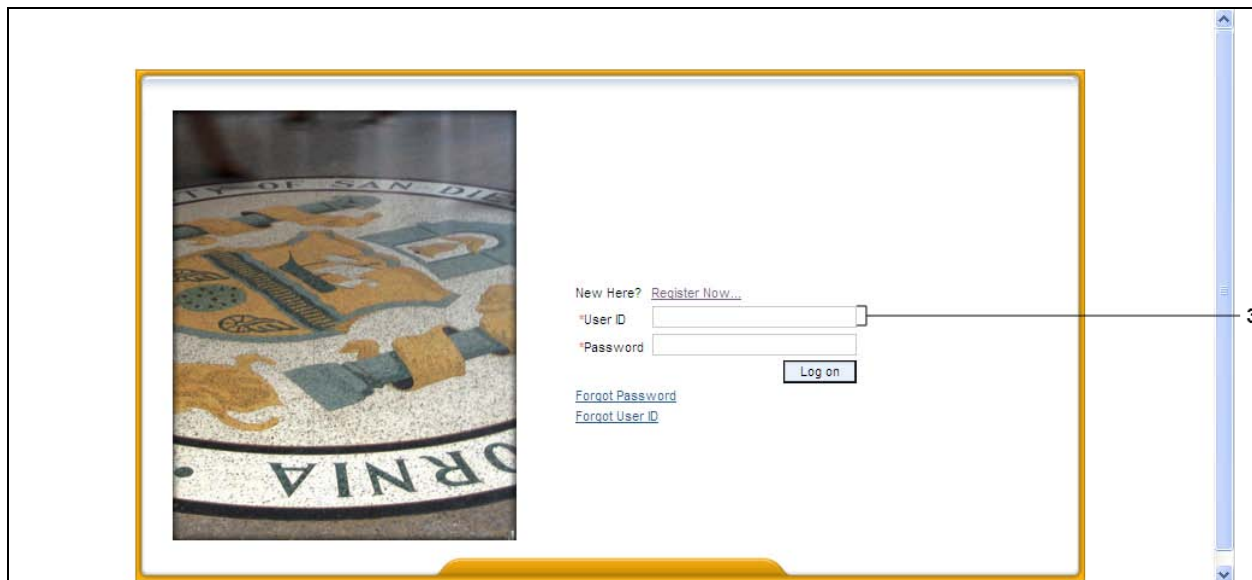

1. As required, complete/review the following fields:

Field	R/O/C	Description
Address	R	Customer Care Center portal address **Example:** https://customer.sandiego.gov/bdisu/public/frameset_top_html.jsp

City of San Diego Official Website - Windows Internet Explorer

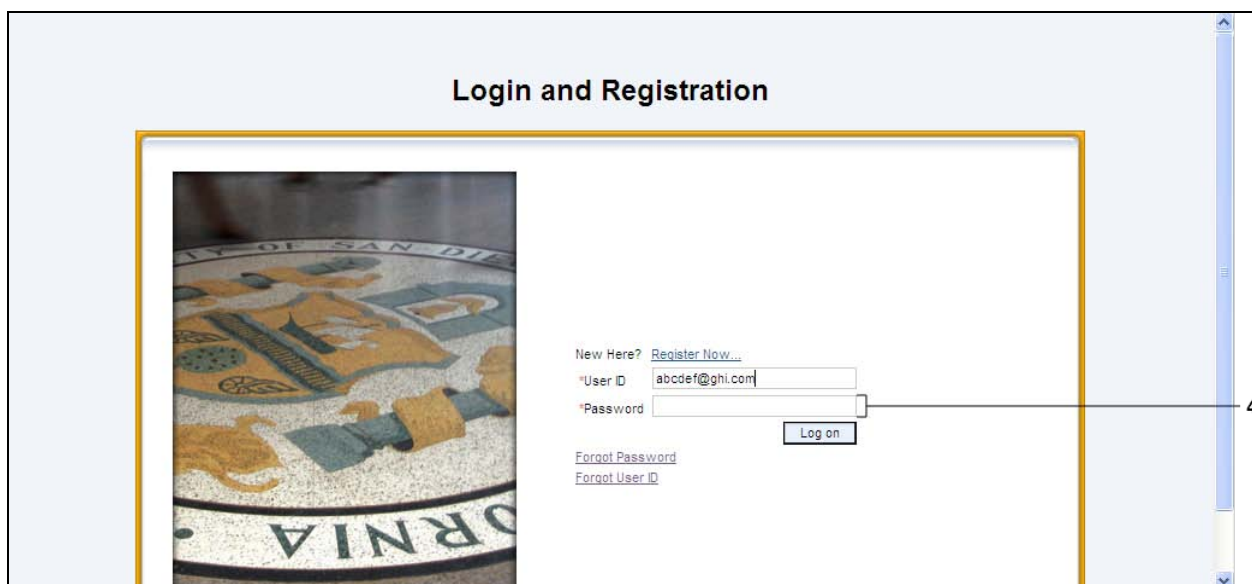**2.** Click button or press the "**Enter**" key to go to the CCC portal.

User Management, SAP AG

3. As required, complete/review the following fields:

Field	R/O/C	Description
* User ID	R	Your Customer Care Center user ID **Example:** abcdef@ghi.com

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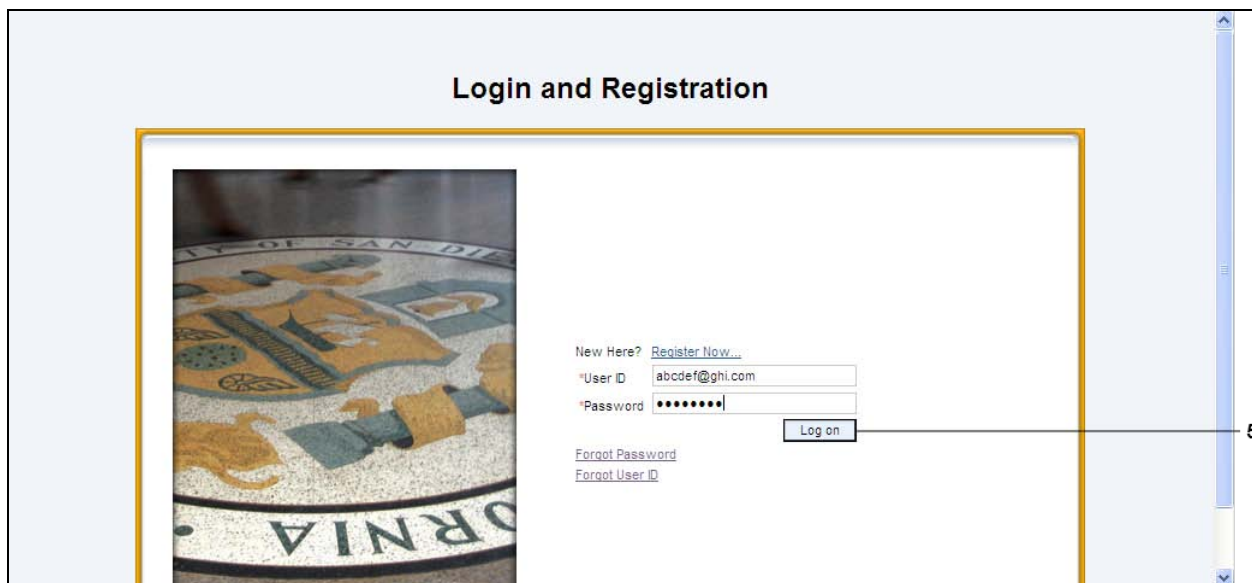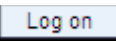
4. As required, complete/review the following fields:

Field	R/O/C	Description

Field	R/O/C	Description
* Password	R	Your Customer Care Center portal password **Example:** *****

User Management, SAP AG

5. Click the **Log on** button [Log on]. The first time you log in after registering, the system would prompt you to change your password.

If your entries are correct, your logon will be successful and you will get to the *My Accounts* screen.

Result

You have successfully logged into CCC for the first time after registering yourself onto CCC, and changed your temporary password.